

ABSTRACT

A method and system for diagnosing, solving, and/or controlling, in particular remotely, a given technical
5 problem likely to arise before, during or after a heat treatment operation on metals, in particular in the welding or cutting field, and to provide the most suitable solution thereto, and to do so by minimizing the time needed to solve this problem and therefore by
10 reducing the loss of productivity likely to occur because of this technical problem.